



Supplement: Reservation Changes



Introduction

This supplement is intended for Travelers who use MyTravel to support official travel. It is only a short summary of the information available directly from the vendor via [User Guides and Demonstrations](#). If you are using an online version of this supplement, selecting the links in it will take you directly to other resources, though if needed, you'll find the applicable URLs at the very end of this guide.

Note: For best results, use the Chrome browser to access MyTravel.

Key Note About Changing Reservations

In its current state MyTravel only allows you to change reservations in the system if the approver has not yet approved your trip request. For now, if the Approver approved your trip request before you discovered the need to change your reservations, you have two choices:

1. Cancel the trip request and create a new one.
2. Contact the Travel Management Company (TMC) directly to make the reservation changes.

This Supplement does not provide instructions on how to create a trip request from scratch. It does, however, provide instructions on the other options in the next two sections: **Change Reservations in MyTravel** and **Contact the TMC to Make Changes**.

Change Reservations in MyTravel

If the Approver has not already approved your request, follow the instructions listed in this section to change your reservations in the system:

Log into [MyTravel](#). The [MyTravel home screen](#) (Figure 1) opens.

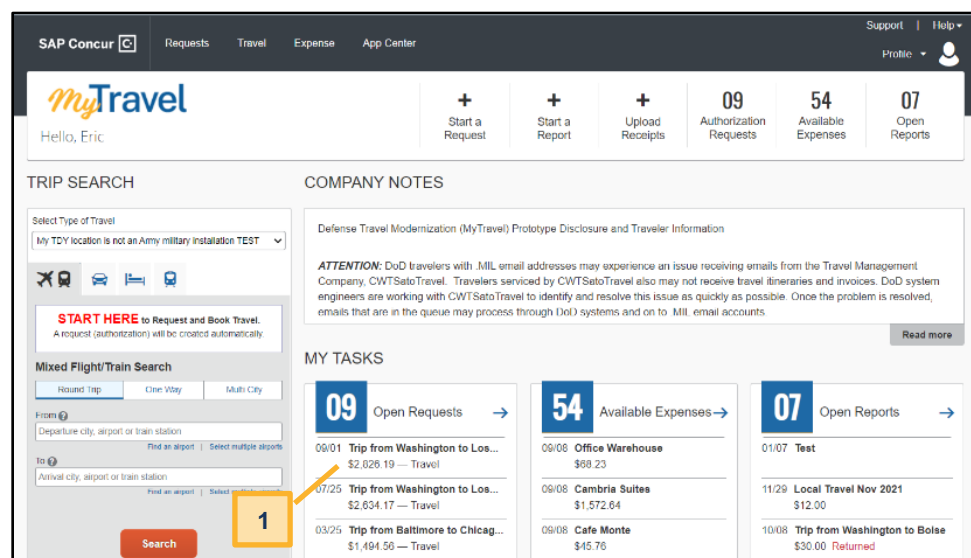
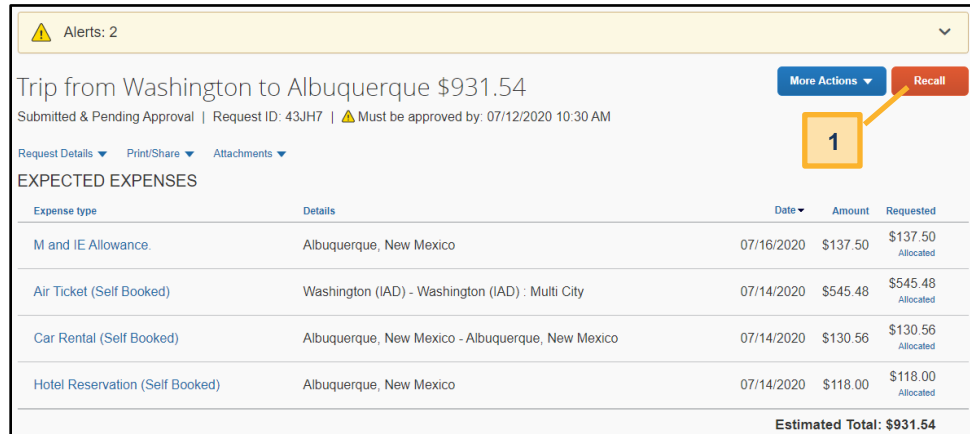


Figure 1: MyTravel Home Screen

Change Reservations in MyTravel (continued)

3. Select the trip link under **Open Requests** (Figure 1, indicator #1) that identifies your trip. The request's **Expected Expenses** screen (Figure 2) opens.



Alerts: 2

Trip from Washington to Albuquerque \$931.54

Submitted & Pending Approval | Request ID: 43JH7 | ⚠ Must be approved by: 07/12/2020 10:30 AM

Request Details ▾ Print/Share ▾ Attachments ▾

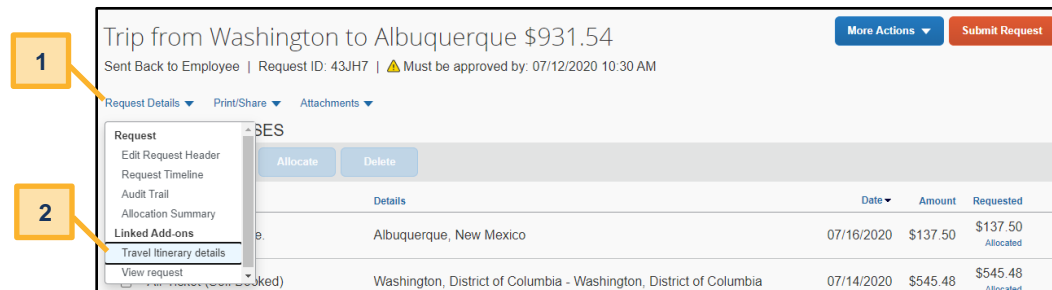
EXPECTED EXPENSES

Expense type	Details	Date	Amount	Requested
M and IE Allowance	Albuquerque, New Mexico	07/16/2020	\$137.50	\$137.50 <i>Allocated</i>
Air Ticket (Self Booked)	Washington (IAD) - Washington (IAD) : Multi City	07/14/2020	\$545.48	\$545.48 <i>Allocated</i>
Car Rental (Self Booked)	Albuquerque, New Mexico - Albuquerque, New Mexico	07/14/2020	\$130.56	\$130.56 <i>Allocated</i>
Hotel Reservation (Self Booked)	Albuquerque, New Mexico	07/14/2020	\$118.00	\$118.00 <i>Allocated</i>

Estimated Total: \$931.54

Figure 2: Expected Expenses Screen

4. (optional) If you have already submitted the document for approval, select **Recall** (Figure 2, indicator #1) to make it editable again. After you confirm that you want to recall the document, the screen refreshes with different button options.
5. **Note:** If you have not submitted the document for approval, skip this step and proceed to step 4. If the document is approved, the **Recall** button does not appear. Follow the steps in the **Contact the TMC to Make Changes** section (below).
6. Near the top of the **Expenses** screen, select the **Request Details** link (Figure 3, indicator #1), then the **Travel Itinerary Details** link (Figure 3, indicator #2) on the drop-down menu. The **Travel Itinerary** screen (Figure 4) opens.



Trip from Washington to Albuquerque \$931.54

Sent Back to Employee | Request ID: 43JH7 | ⚠ Must be approved by: 07/12/2020 10:30 AM

Request Details ▾ Print/Share ▾ Attachments ▾

Request Details

- Request
- Edit Request Header
- Request Timeline
- Audit Trail
- Allocation Summary
- Linked Add-ons
- Travel Itinerary details
- View request

EXPENSES

Expense type	Details	Date	Amount	Requested
M and IE Allowance	Albuquerque, New Mexico	07/16/2020	\$137.50	\$137.50 <i>Allocated</i>
Air Ticket (Self Booked)	Washington, District of Columbia - Washington, District of Columbia	07/14/2020	\$545.48	\$545.48 <i>Allocated</i>

Figure 3: Expenses Screen

Change
Reservations
in MyTravel
(continued)

Travel Itinerary

TRIP OVERVIEW

Trip Name: Trip from Washington to Denver

Start Date: June 16, 2019

End Date: June 22, 2019

Created: January 25, 2019, William Never (Modified: January 25, 2019)

Description: Training Conference

Agency Record Locator: KWOMIG

Passengers: William Never

Total Estimated Cost: \$1,636.76 USD

Agency Name: CWT SatoTravel-DoD DHRA

RESERVATIONS

Sunday, June 16, 2019

Flight

Washington, DC (IAD) to Denver, CO (DEN)

United 1889

Departure: 08:15 AM

Seat: 25A (Confirmed)

Washington Dulles Intl Airport (IAD)

Duration: 3 hours, 55 minutes

Nonstop

Confirmation: OLRN8H

Status: Confirmed

TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.

REMARKS

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OFFICE HOURS/MONDAY - FRIDAY 0700-2000 ET

DOD USD TIER 1.....844-308-6880

AFTER HRS EMERGENCY TRAVEL..DOD USD TIER 1..844-308-6880

AFTER HRS EMERGENCY INTL.....TBD

----- IMPORTANT CHANGE -----

IF TICKET NUMBER IS NOT REFLECTED ON THIS ITINERARY

THIS AIR RESERVATION WILL AUTOMATICALLY BE CANCELLED

AT 72 HOURS PRIOR TO TRAVEL DATE IF APPROVAL OR

ORDERS ARE NOT RECEIVED FOR TICKETING DUE TO AIRLINE

FARE RULES. THE TRAVELER IS RESPONSIBLE FOR

CANCELLING ALL ASSOCIATED HOTEL AND CAR RESERVATIONS

TO AVOID ANY NO-SHOW PENALTIES.

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** FOR AIRPORT SECURITY INFORMATION SEE WWW.TSA.GOV **

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Change Trip

Print Itinerary

E-mail Itinerary

Open in Outlook

Share Trip

Close

Figure 4: Travel Itinerary Screen (portions)

7. Select **Change Trip** (Figure 4, indicator #1). The **Travel Details** screen (Figure 5) opens.

Change Reservations in MyTravel (continued)

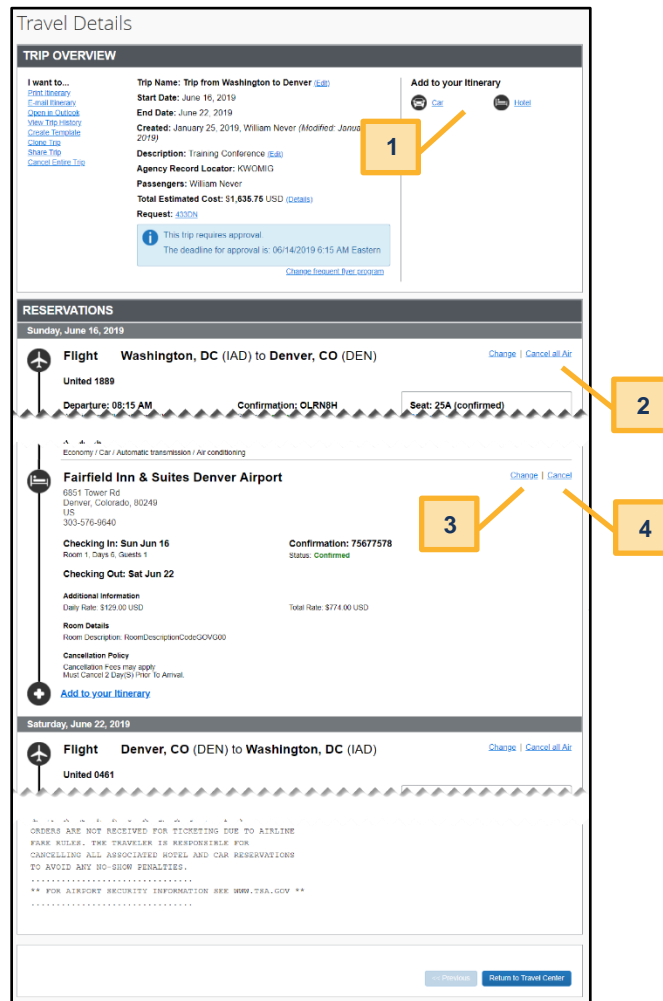


Figure 5: Travel Details Screen (portions)

8. Several options are available (note that not all are visible at once):
 - a. **Air**, **Car**, and **Hotel** links (Figure 5, indicator #1) appear at the top of the screen. Use them to add a new reservation of the selected type. The **Air** link only appears when there are currently no air reservations associated with the trip request. The **Car** and **Hotel** links always appear.
 - b. **Cancel all Air** links (Figure 5, indicator #2) appear next to every flight segment. Use any one of them to remove all air reservations from the trip request. You can't remove only a single air reservation, though you can change a single one (see c. below).
 - c. **Change** links (Figure 5, indicator #3) appear next to every reservation. Use one to see the search criteria you used to make the selected reservation. To search for a new reservation, you must change at least one search criteria.

Change Reservations in MyTravel (continued)

9. **Note:** When changing hotel reservations, the only available search criteria are the check-in and check-out dates. If you want to change hotels, but keep the same dates, you must use the **Cancel** link, then make a new reservation.
 - a. **Cancel** links (Figure 5, indicator #4) appear next to all rental car and hotel reservations. Use one to remove the selected reservation from your itinerary.
10. When making new reservations from this screen, the process is very similar to how you made the original reservations, though the screen layouts differ.

Contact the TMC to Make Changes

When you contact the TMC to make reservation changes, they may ask you to provide any or all of the following information before making the reservation changes for you:

- **Passenger Name Record (PNR):** In the trip request, on the **Expected Expenses** screen, select the expense. The **Expense Details** screen opens. It displays the PNR, labeled **Booking Reference**, at the top of the screen.
- **Request ID:** In the trip request, the Request ID appears at the top of the **Expected Expenses** screen.
- **Traveler's date of birth:** Self-explanatory.
- **Card Verification Value (CVV):** This is the 3-digit security number on the back of your GTCC. The TMC will likely only request this number for changes to Amtrak reservations.

Please note that changes made by contacting the TMC will not appear on the trip request. They will only appear on the expense report when you create it.

Additional Resources

The items on this list provide the URLs for additional information you may find useful. Some of them are mentioned elsewhere in this guide.

1. Vendor-created User Guides and Demonstrations
<https://www.concurtraining.com/toolkit/en/expense/end-user/ui02>
2. MyTravel direct link
<https://dodtravel.concursolutions.com>

In addition, you can find many helpful user guides and other informational papers:

- On the DTMO website's **MyTravel** screen at
<https://www.defensetravel.dod.mil/site/mytravel.cfm>
- By logging onto MyTravel at the link in #2 above, then selecting **Help** in the upper right corner of the screen, then **Training** on the drop-down menu.